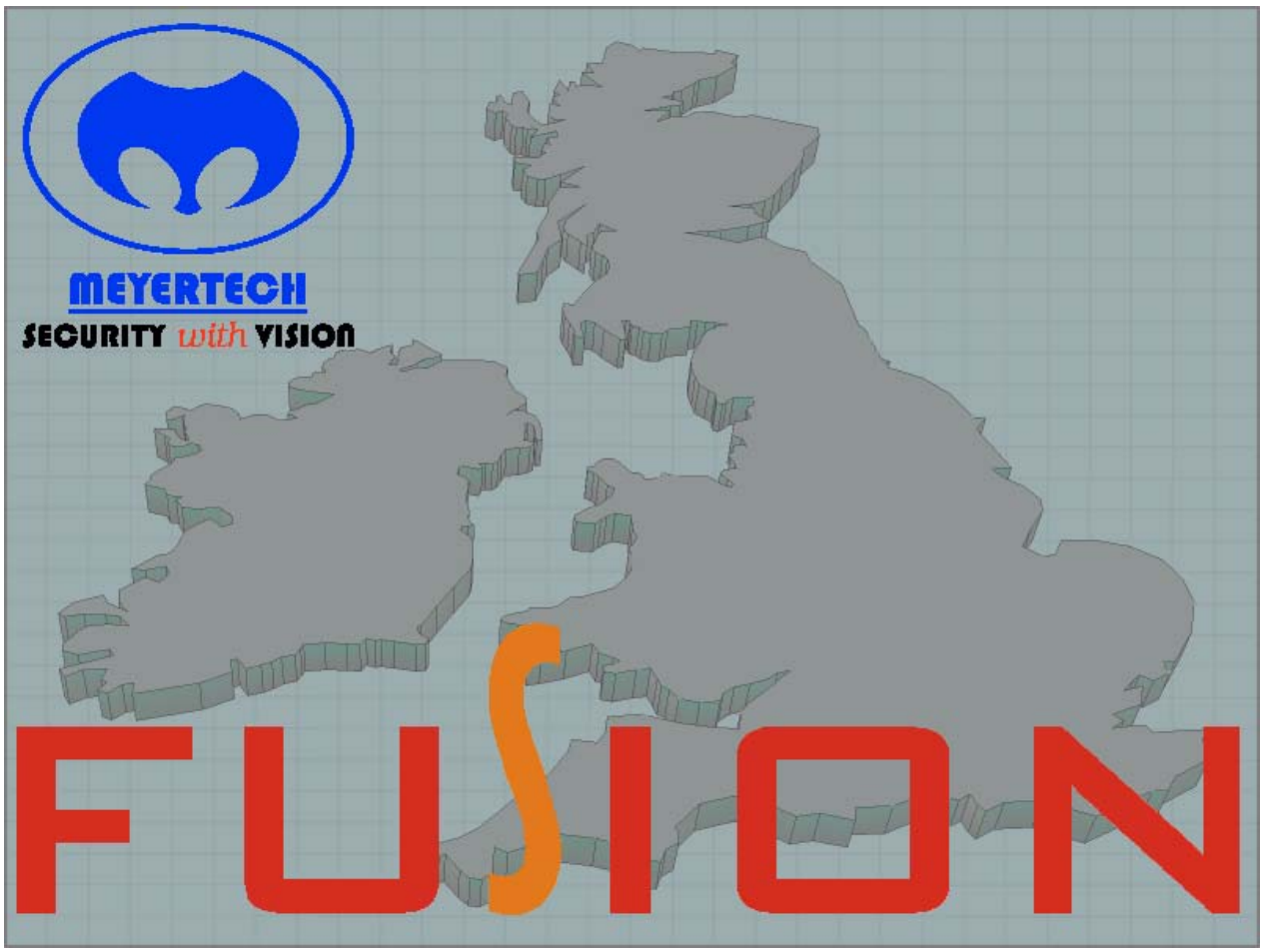
FUSION

FUSION CONCIERGE USER MANUAL



FUSION CONCIERGE

Fusion Concierge User Manual
Issue 01

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Introduction

Thank you for purchasing Meyertech's FUSION CONCIERGE software. Please read this user guide prior to using FUSION CONCIERGE.

What is Fusion Concierge?

FUSION CONCIERGE CLIENT is a collection of software applications developed by Meyertech to help manage concierge telephone systems efficiently and effectively.

FUSION CONCIERGE CLIENT displays extensive caller information when an incoming phone call is detected for the local machine.

FUSION CONCIERGE SERVER translates telephone call data and retrieves caller information from a database before forwarding the data to the client machines.

PABX CLIENT translates telephone strings from the PABX and forwards them to the FUSION CONCIERGE SERVER for translation.

The features described in this manual refer to:

Version 1.0.0.0 of the following Applications:

- **Fusion Concierge Client**
- **Fusion Concierge Server**
- **Fusion PABX Client**

KEY FEATURES

- FUSION CONCIERGE PROVIDES CLIENT SERVER SOCKET ARCHITECTURE FOR MANAGING CONCIERGE TELEPHONE SYSTEMS.
- PABX CLIENT RETRIEVES CALL DATA FROM THE TELEPHONE SYSTEM.
- CONCIERGE SERVER TRANSLATES THE CALL DATA BY USING A MICROSOFT ACCESS SUPPORTED DATABASE.
- INTELLIGENT CONCIERGE CLIENTS BECOME INSTANTLY ACTIVATED AND DISPLAY THE CALLER DETAILS WHEN A CALL IS MADE TO AN ACTIVE CLIENT WORKSTATION.

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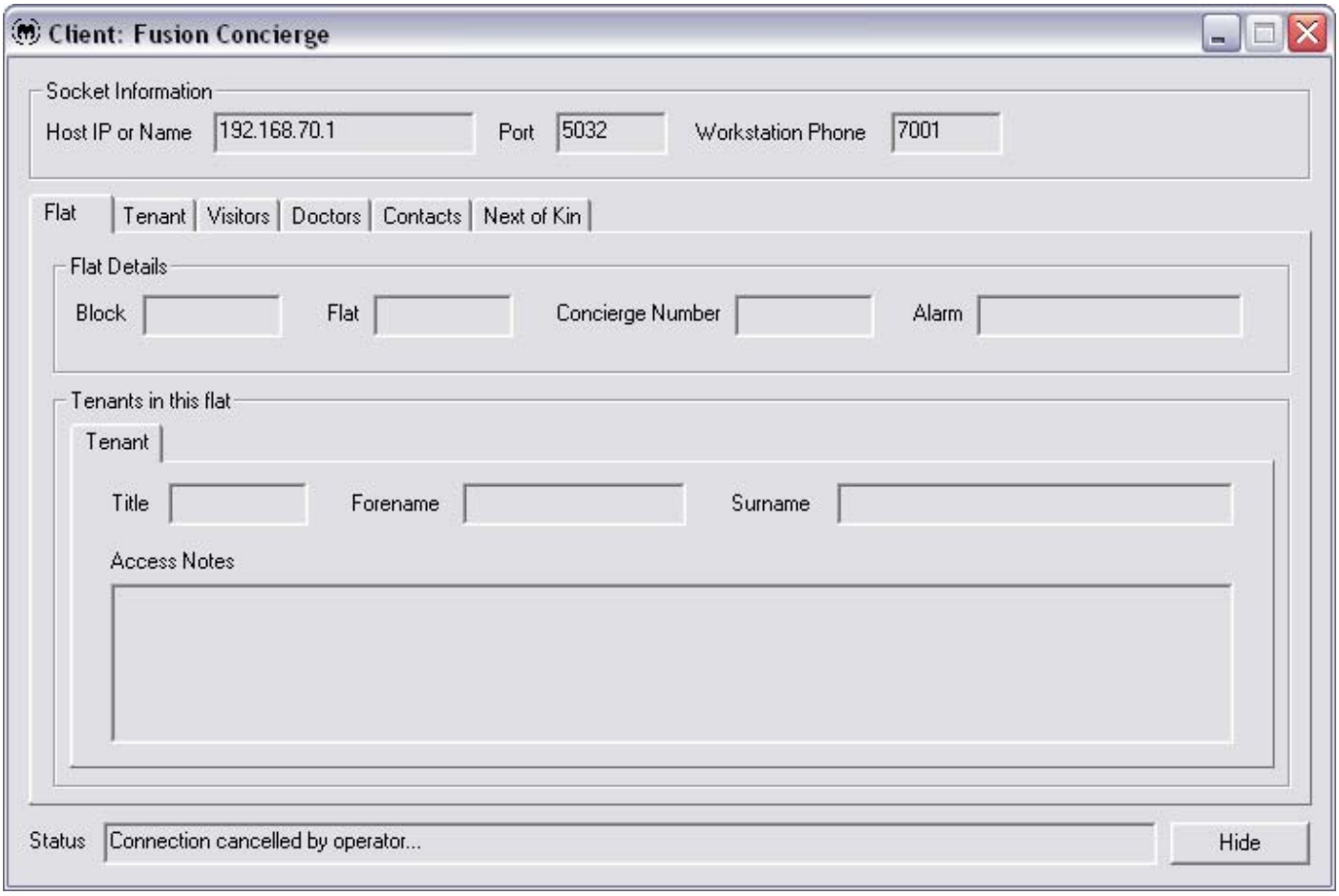
Fusion Concierge Client Main Screen

The Fusion Concierge Client main screen provides the user with a number of important pieces of data. Within the main user frame we display the details of the status of the application and simple configuration data. This information is used by installers as a quick reference that the connection has been set-up correctly.



Note: - It is important to check that the number used for the workstation phone number matches the number of the telephone that is used in conjunction with this workstation. In the event that this number does not match the number of the attached phone then the installation guide can be used as a reference to overcome this problem.

Automatic Notification

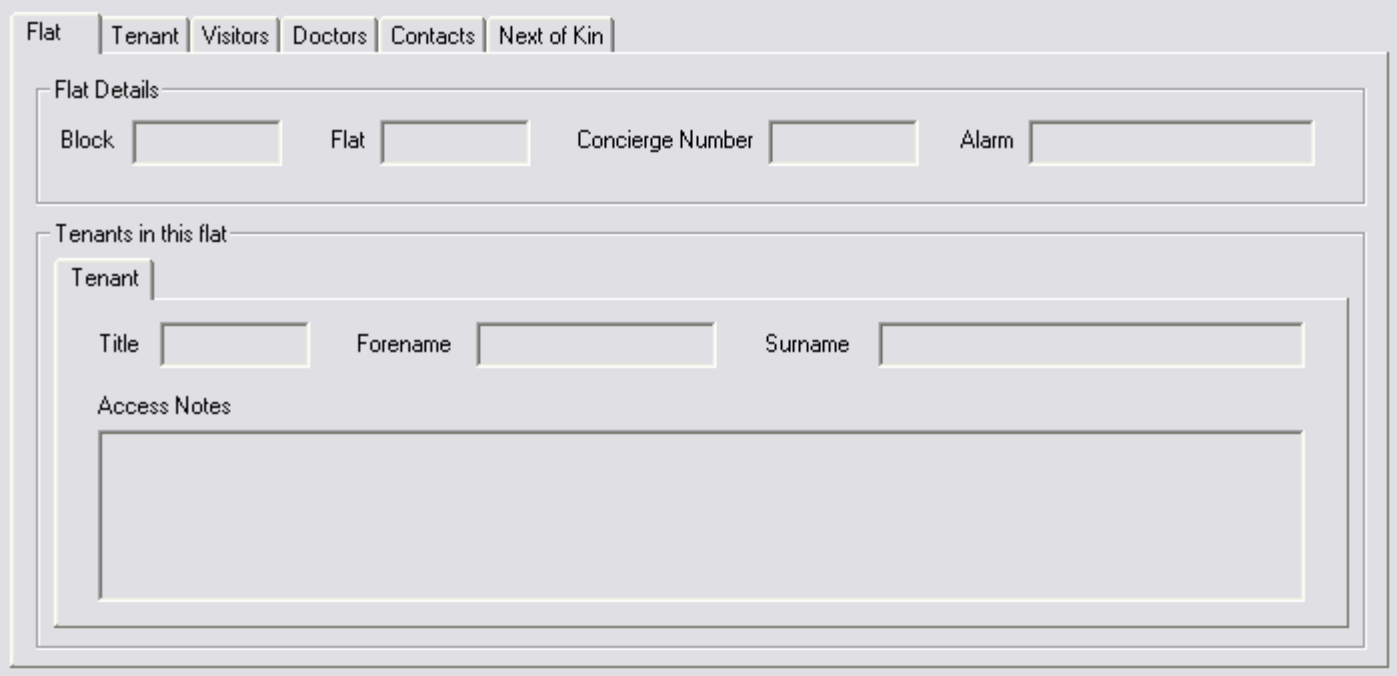
The Fusion Concierge Client initially launches in a minimized state and will not be noticeable to the user until a telephone call is made to the workstation and the entire Concierge system is enabled. In this event the Concierge Client will automatically pop-up as the active window and will display the details of the caller. The details are explained in the following section.

The “Hide” button can be pressed to minimize the application when the operator has finished.

Fusion Concierge Client Tabs

Flat Details

The flat details of the current caller are displayed on this information tab.



The “Flat Details” section holds the following information:

- Block Name – The name of the block of flats where the current flat exists.
- Flat Number – The number of the current flat.
- Concierge Number – The concierge telephone number for the current flat.
- Alarm – Alarm text for the specified flat (if applicable)

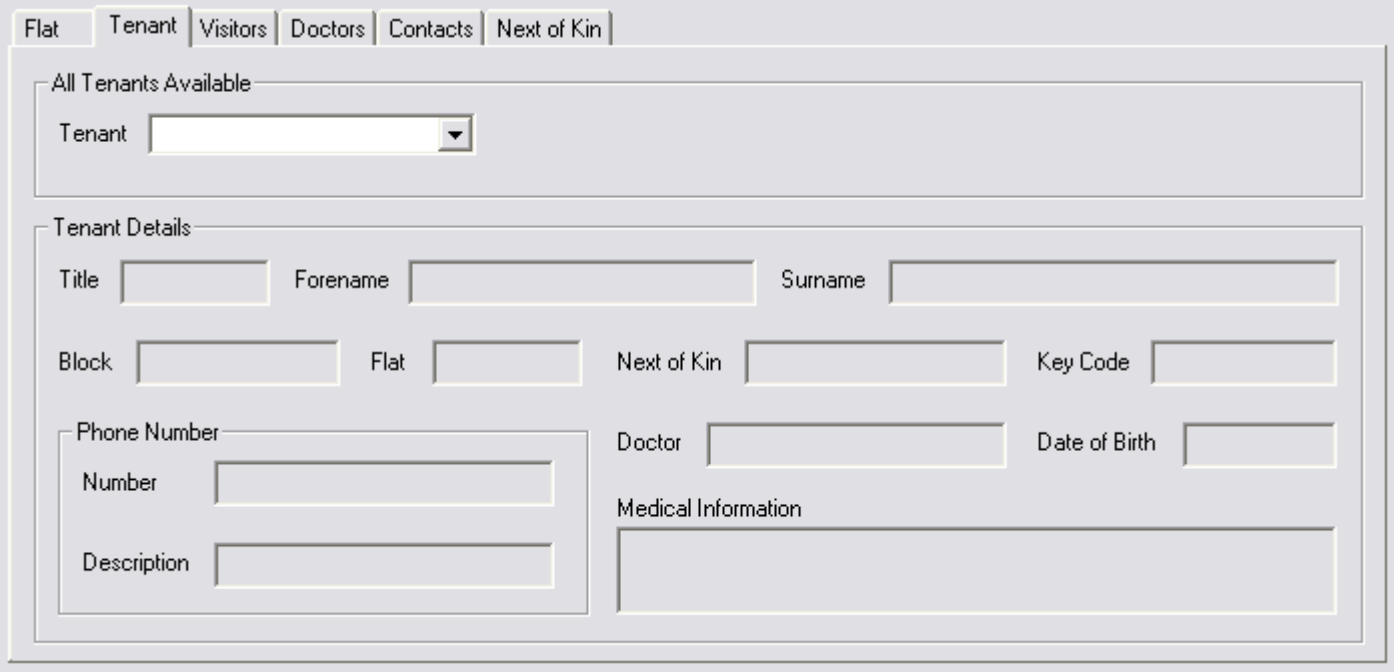
The “Tenants in this flat” section holds the following information about the tenants that live in the current flat:

- Title – The title of the current tenant.
- Forename – The forename of the current tenant.
- Surname – The surname of the current tenant.
- Access Notes – The access notes that are associated to the current tenant.

Note: - It is possible to view more than one tenant for a particular flat. In cases where more than one tenant lives in a flat the information that is provided in the following tabs contains information for all tenants.

Tenant Details

The details of the current caller are displayed on this information tab.

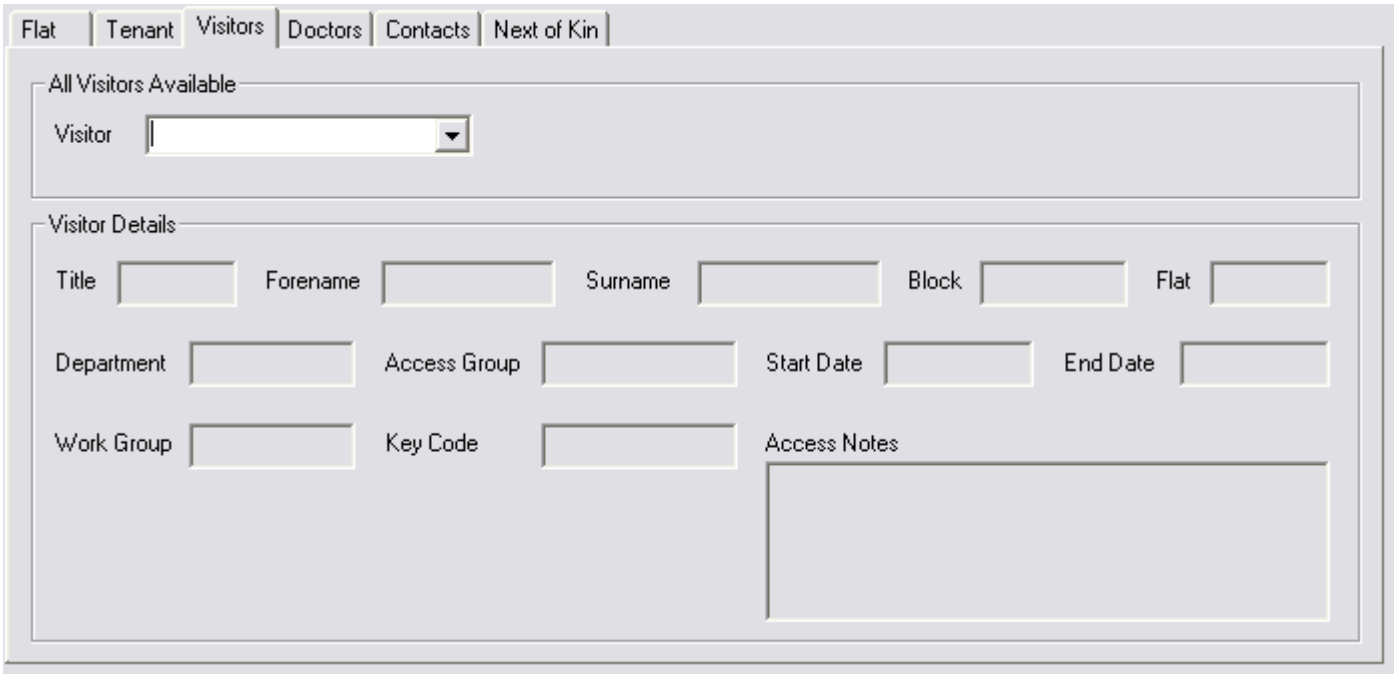


The "All Tenants Available" section contains a combo box that can be used to select the information for a particular tenant of the current flat. Once the tenant has been selected from this combo box the following information will be displayed in the "Tenant Details" section of the tab:

- Title – The title of the current tenant.
- Forename – The forename of the current tenant.
- Surname – The surname of the current tenant.
- Block – The name of the block in which the tenant lives.
- Flat – The number of the flat in which the tenant lives.
- Next of Kin – The name of the tenants next of kin contact.
- Key Code – The key code entry for the current tenant.
- Doctor – The name of the tenant's doctor.
- Date of birth – The tenant's birth date.
- Medical Information – The medical information for the current tenant.
- The "Phone number" section contains the tenants phone number and a description that explains the type of telephone (Home phone, Mobile phone etc.)

Visitors Details

The visitor details associated with current callers flat are displayed on this information tab.



The “All Visitors Available” section contains a combo box that can be used to select the information for a particular visitor who visits the current flat. Once the visitor has been selected from this combo box the following information will be displayed in the “Visitor Details” section of the tab:

- Title – The title of the current visitor.
- Forename – The forename of the current visitor.
- Surname – The surname of the current visitor.
- Block – The name of the block where the visitor visits.
- Flat – The number of the flat where the visitor visits.
- Department – The department of which the visitor is a member.
- Access Group – The access group of which the visitor is a member.
- Start Date – The date that the visitor started work at the flat.
- End Date – The date that the visitor is due to end work at the flat.
- Work Group – The work group of which the visitor is a part.
- Key Code – The key code that has been assigned to the visitor.
- Access Notes – Any notes that are of particular importance that relate to the current visitor.

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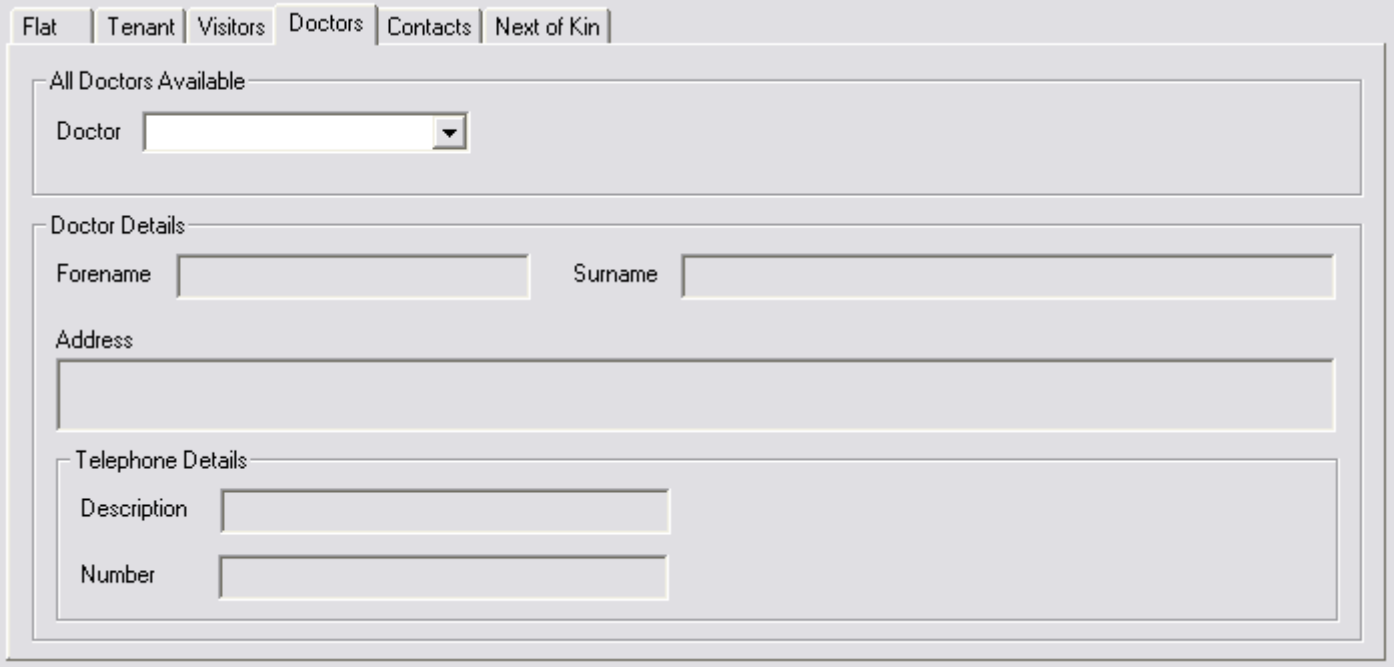
Doctors Details

The doctor details associated with current callers flat are displayed on this information tab.

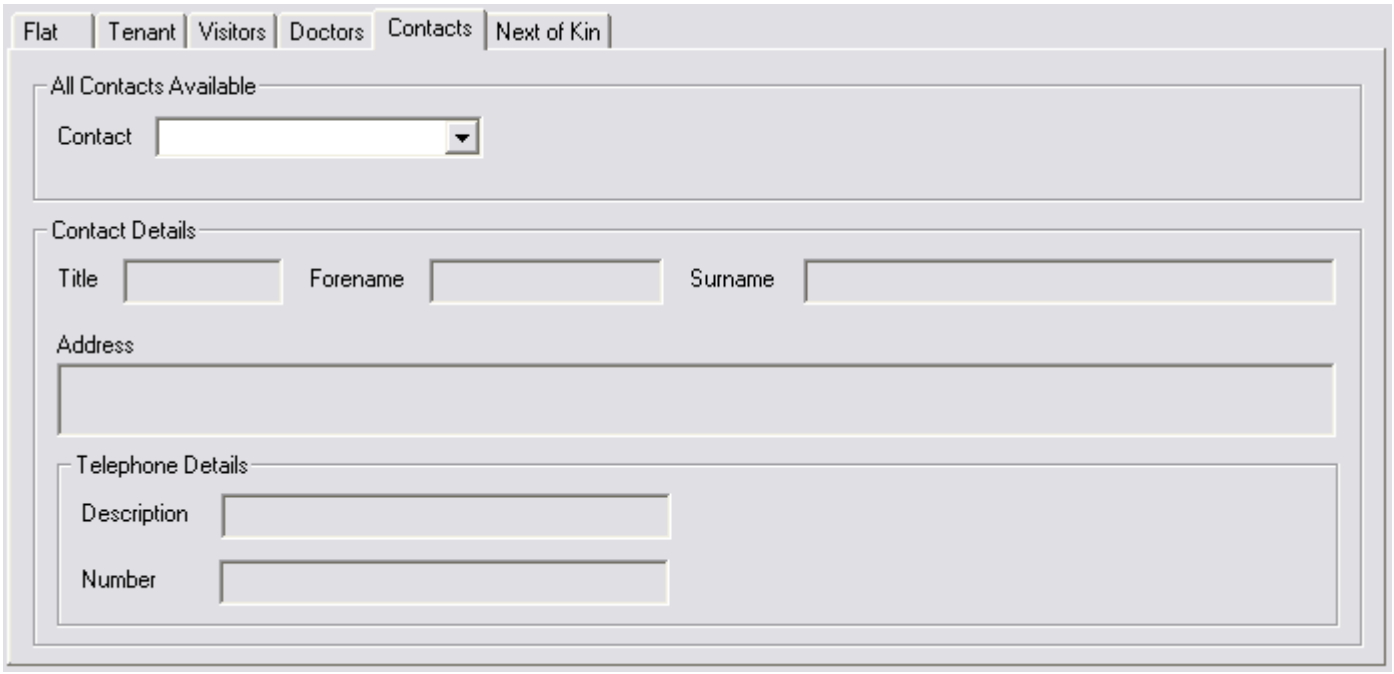


The “All Doctors Available” section contains a combo box that can be used to select the information for a particular doctor who visits a tenant at the current flat. Once the doctor has been selected from this combo box the following information will be displayed in the “Doctor Details” section of the tab:

- Forename – The forename of the current doctor.
- Surname – The surname of the current doctor.
- Address – The address of the current doctor.
- The “Telephone Details” section contains the doctor’s phone number and a description that explains the type of telephone (Home phone, Mobile phone etc.)

Contacts Details

The contact details associated with current callers flat are displayed on this information tab.

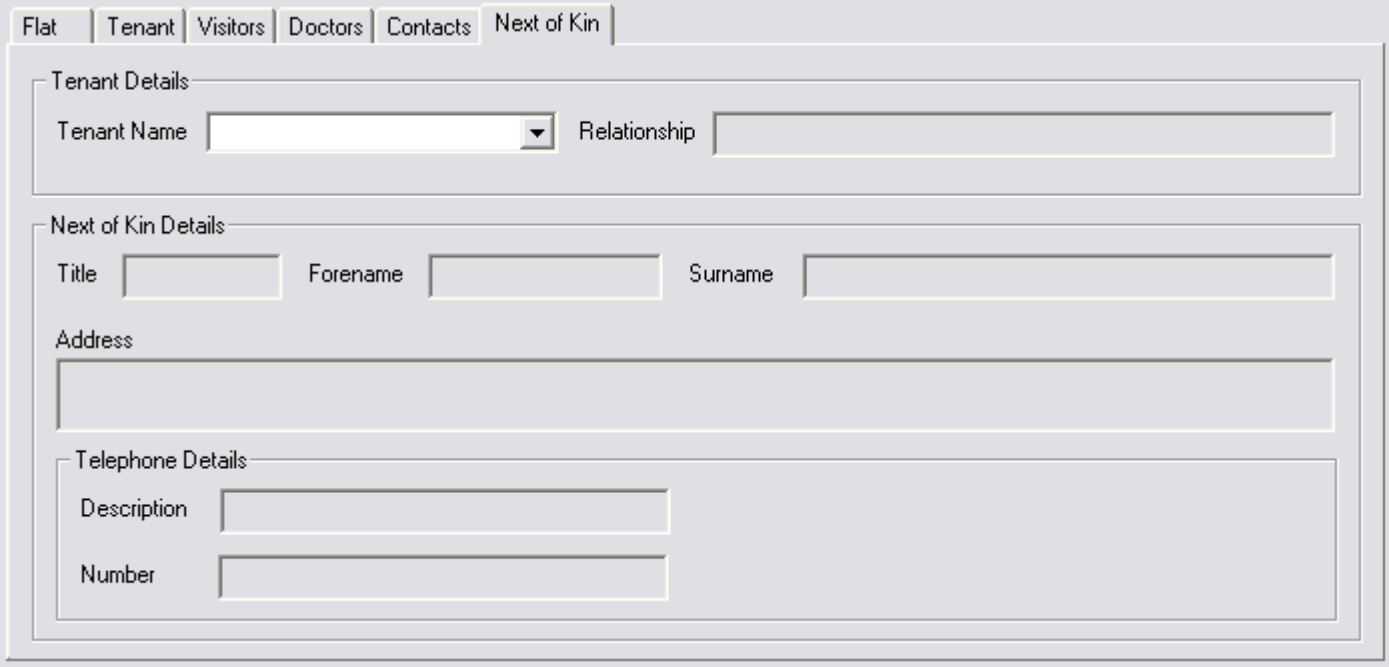


The “All Contacts Available” section contains a combo box that can be used to select the information for a particular contact of a tenant at the current flat. Once the contact has been selected from this combo box the following information will be displayed in the “Contact Details” section of the tab:

- Title – The title of the current contact.
- Forename – The forename of the current contact.
- Surname – The surname of the current contact.
- Address – The address of the current contact.
- The “Telephone Details” section contains the contact’s phone number and a description that explains the type of telephone (Home phone, Mobile phone etc.)

Next of Kin Details

The next of kin details associated with current callers flat are displayed on this information tab.



The "Tenant Details" section contains a combo box that can be used to select the information for a particular tenant at the current flat. Once the tenant has been selected from this combo box the relationship of their next of kin contact is displayed, but also the following information will be displayed in the "Contact Details" section of the tab:

- Title – The title of the current next of kin contact.
- Forename – The forename of the current next of kin contact.
- Surname – The surname of the current next of kin contact.
- Address – The address of the current next of kin contact.
- The "Telephone Details" section contains the next of kin contact's phone number and a description that explains the type of telephone (Home phone, Mobile phone etc.)

Database Search

In future releases of Fusion Concierge Client it will be made possible to request details from the database about a particular tenant or flat on demand. It will be possible to retrieve all of the details that are shown above once this has been added.

When this functionality is added Fusion will also be equipped with a Fusion Concierge integration button that will allow the user the opportunity to launch the application from Fusion (or Fusion Suite).

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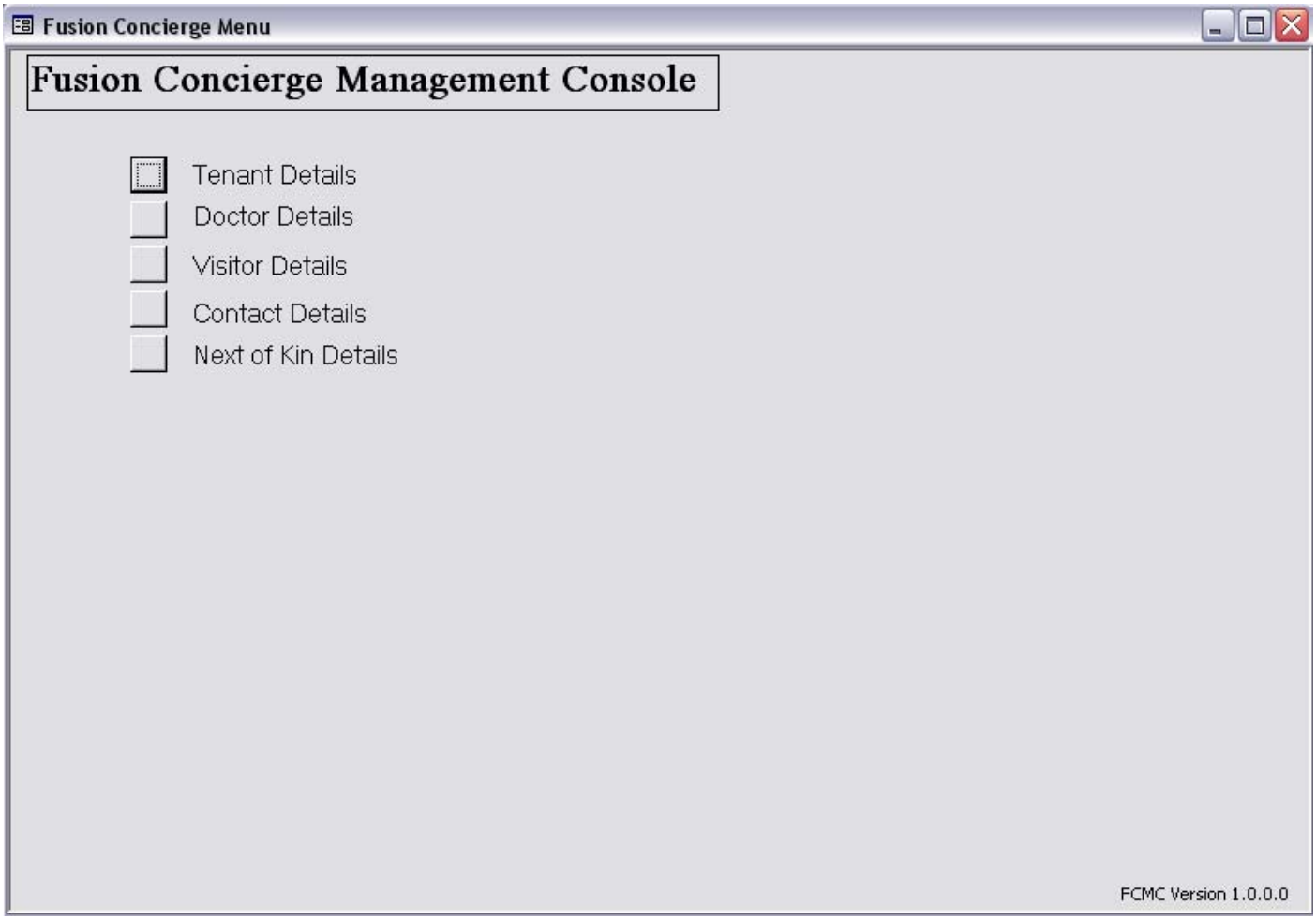
Fusion Concierge Management Console

The Fusion Concierge Management Console is the management level utility that is used to add new and modify existing data in the database. All areas of the concierge system database that are used by the Fusion Concierge utilities can be modified by using the management tool.

The Fusion Concierge Management Console (or FCMC) offers an initial screen to the managers that allows them to specify which items of data they would like to edit. *Warning: - Deleting entries from the database can cause inconsistencies within the database. Ensure that data consistency is maintained in your database.*



Each of the options available to the user provides a data input screen on selection. All of the data input pages follow the same format. Certain aspects of the user interface follow the same laws of consistency. Because of this the following section is dedicated to the aspects of the user interface that are used consistently throughout.

Consistent User Interface Features

After selecting one of the five available data input screens it is important to notice that they all follow an easy to follow data entry pattern and certain features of the interface that are repeated throughout will be discussed here.

Record Bar

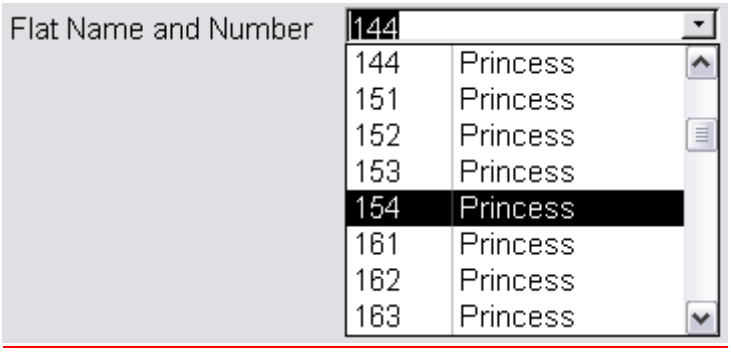
The first user interface feature that is worth mentioning is the record bar. The record bar allows the user to navigate each record of a specific table. The record bar also allows the user to create a new record. Unless sorting algorithms apply to a table the new record will automatically be added to the end of the record list.

From left to write the buttons on the above button bar are as follows:

- Navigate to the first record.
- Navigate to the previous record.
- Current displayed record number.
- Navigate to the next record.
- Navigate to the last record.
- Create new record
- “of X” where X indicates the number of records in the current table.

Drop-Down Lists

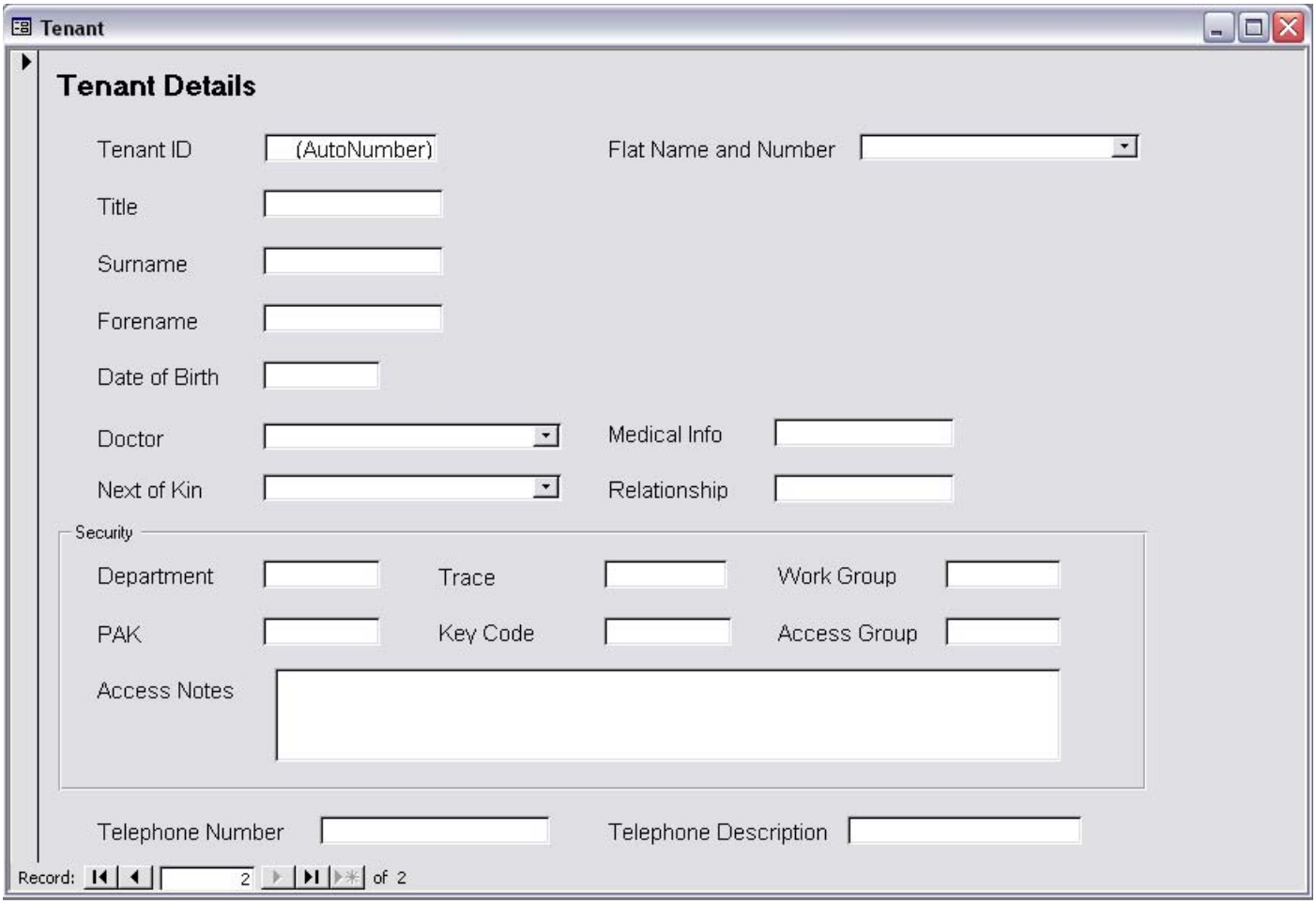
Drop down lists are another common feature in the user interface. They are used with regular occurrence in order to link data between tables. In the example below the flat number and block name are used to represent a particular flat. This is used to show the user data which has a meaning and allows the user to make easy relationships between sets of data.



Drop down lists are used to retrieve the names of Doctors, Next of kin etc. where a meaningless numerical identifier would otherwise have been used.

Tenant Details

The Tenant Details input form allows the manager to modify an existing tenant or add a new tenant to the database.



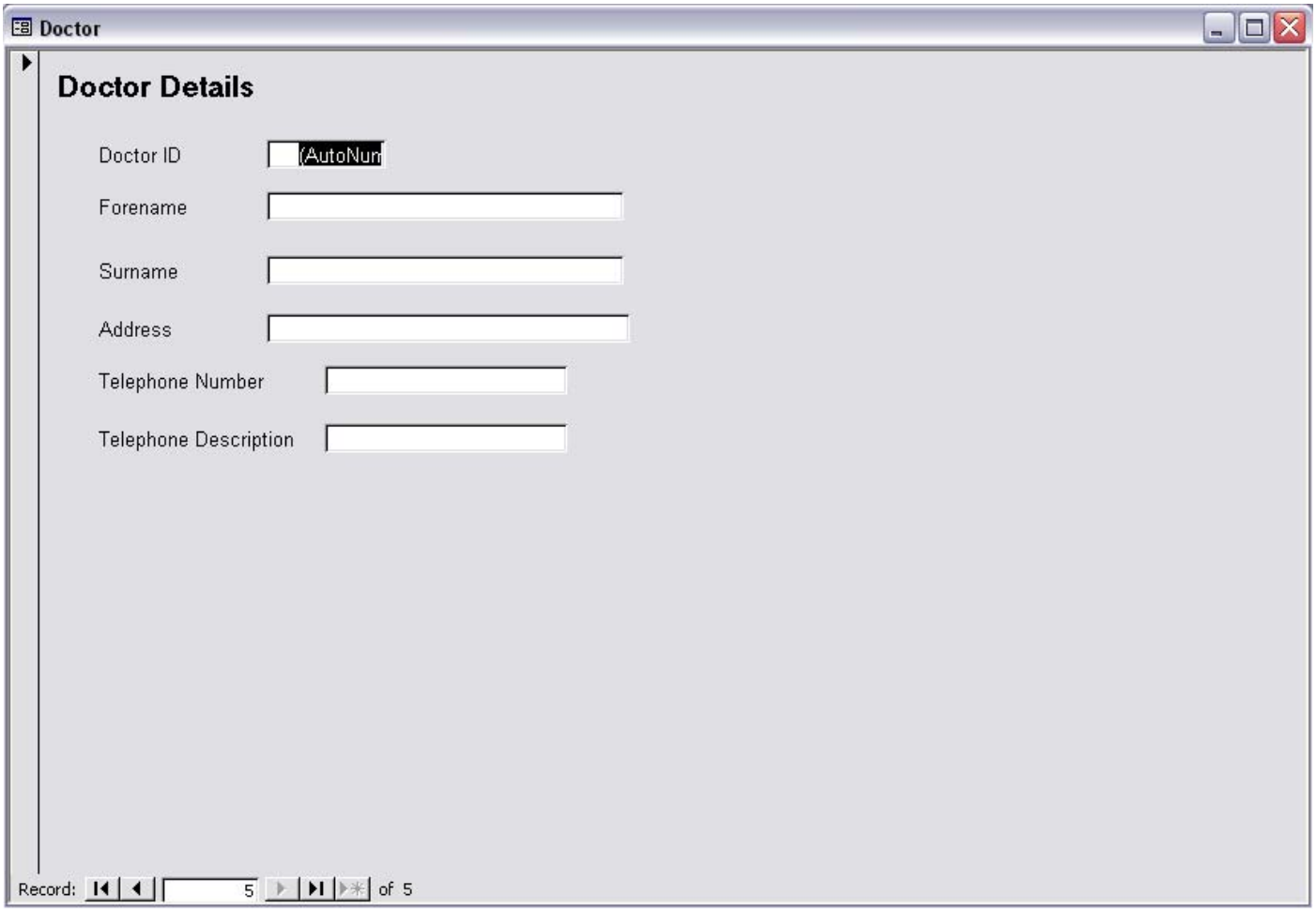
Each of the data entries on the current page will now be explained in more detail.

- Tenant ID - Unique identifier for the visitor.
- Flat Name and Number – The flat where the tenant lives.
- Title – The title of the tenant (Mr., Mrs., Miss Etc.)
- Surname – The surname of the tenant.
- Forename – The forename of the tenant.
- Date of Birth – The birth date of the tenant.
- Doctor – The name of the tenant's doctor.
- Medical Info – Any medical information that is deemed as important for the tenant.
- Next of Kin – The name of the tenants next of kin.

- Relationship – The relationship that the tenant and their next of kin share.
- Several security identifiers that can help to ensure the security of all visitors. The attributes in this table can be used as to a companies needs. Not all companies will require values for all of the above.
- Telephone Number – The telephone number supplied for the tenant.
- Telephone Description – The type of telephone that the telephone number represents for the tenant.

Doctor Details

The Doctor Details input form allows the manager to modify an existing doctor or add a new doctor to the database.

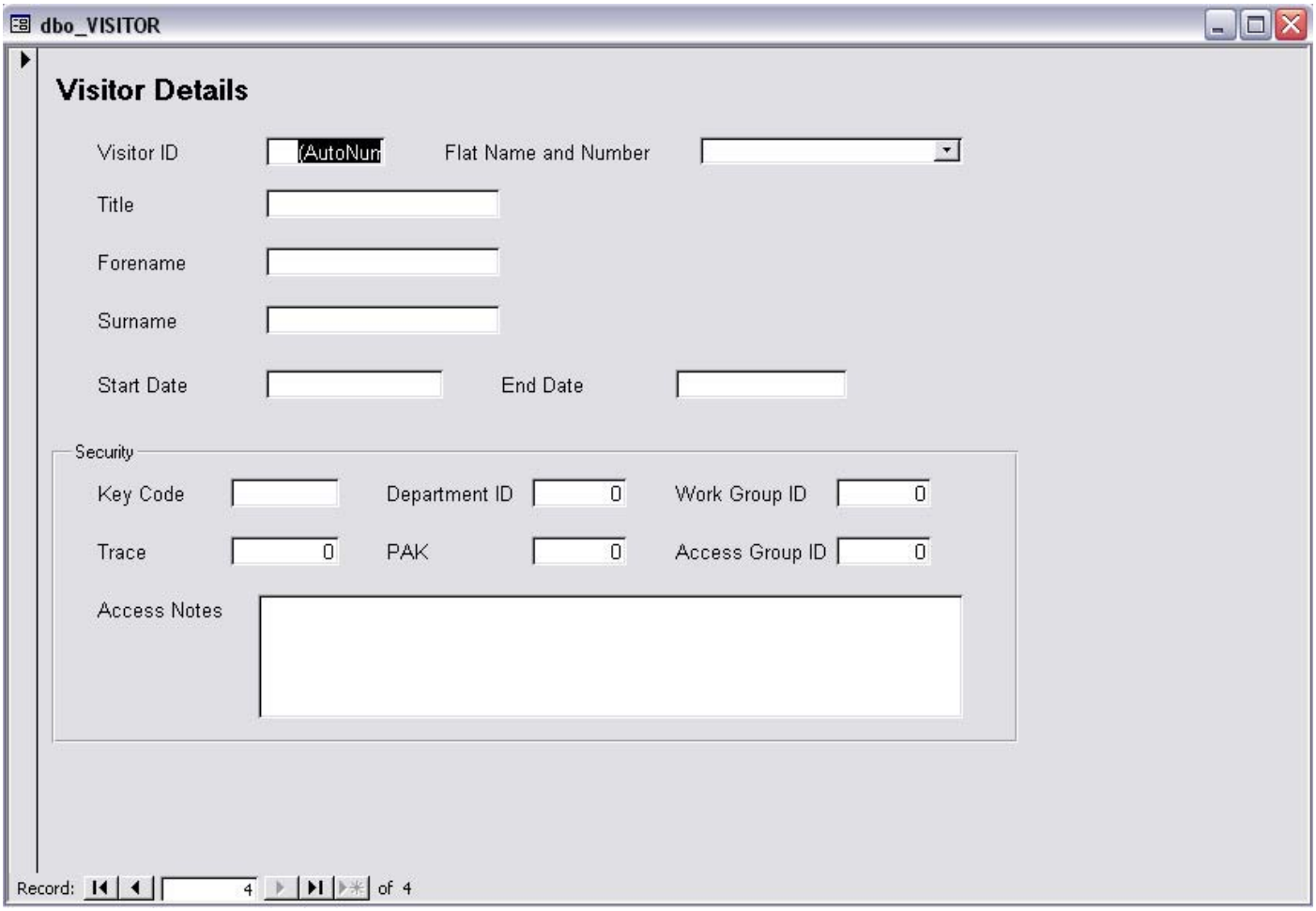


Each of the data entries on the current page will now be explained in more detail.

- Doctor ID – Unique identifier for the doctor.
- Forename – The forename of the doctor.
- Surname – The surname of the doctor.
- Address – The address of the doctor.
- Telephone Number – The telephone number supplied for the doctor.
- Telephone Description – The type of telephone that the telephone number represents for the doctor.

Visitor Details

The Visitor Details input form allows the manager to modify an existing visitor or add a new visitor to the database.

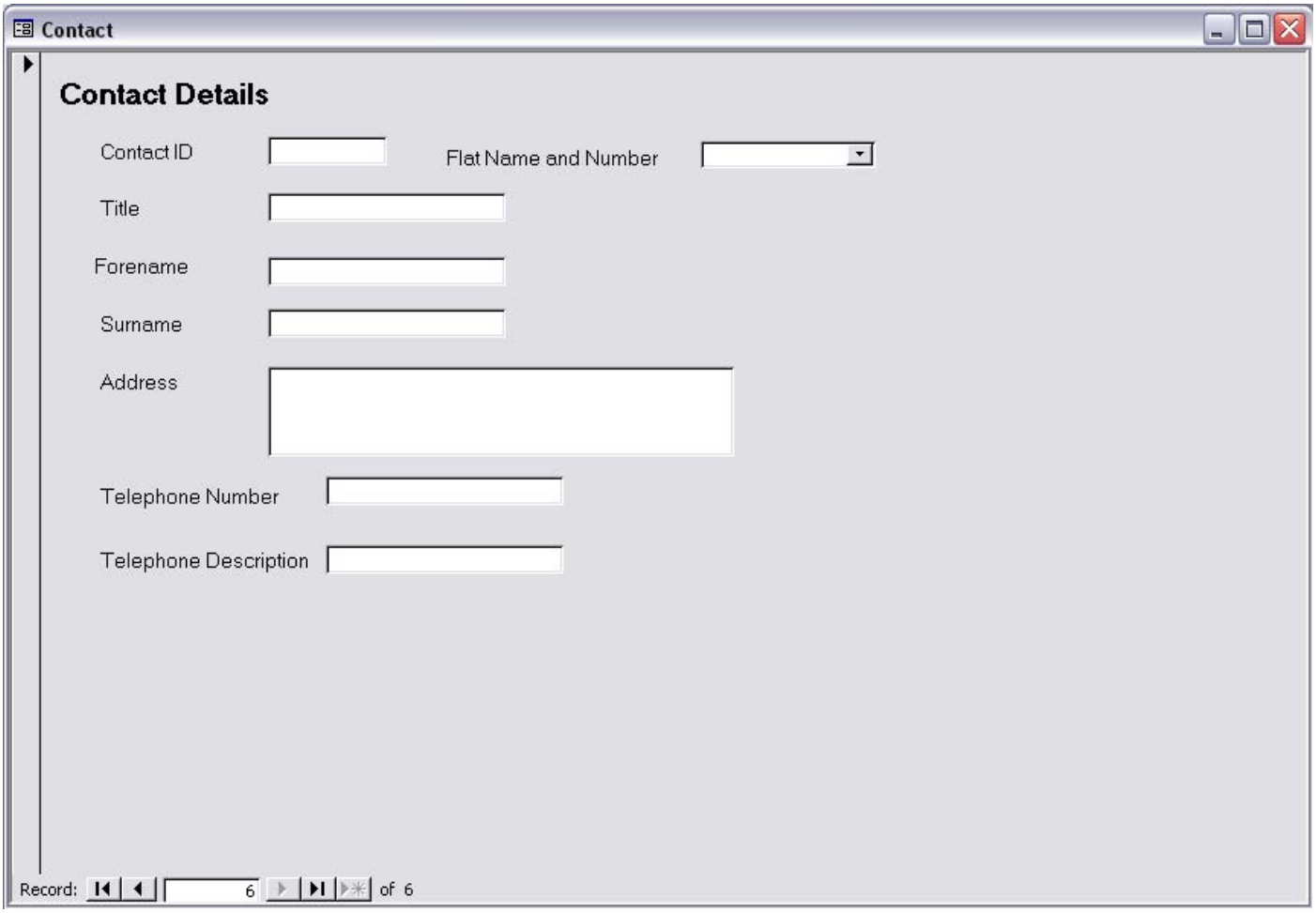


Each of the data entries on the current page will now be explained in more detail.

- Visitor ID - Unique identifier for the visitor.
- Flat Name and Number – The flat with which this visitor will be associated.
- Title – The title of the visitor (Mr., Mrs., Miss Etc.)
- Surname – The surname of the visitor.
- Forename – The forename of the visitor.
- Start Date / End Date – The dates on which the visitors rights/responsibilities to visit a flat are to begin and end.
- Security – Several security identifiers that can help to ensure the security of all visitors. The attributes in this table can be used as to a companies needs. Not all companies will require values for all of the above.

Contact Details

The Contact Details input form allows the manager to modify an existing contact or add a new contact to the database.

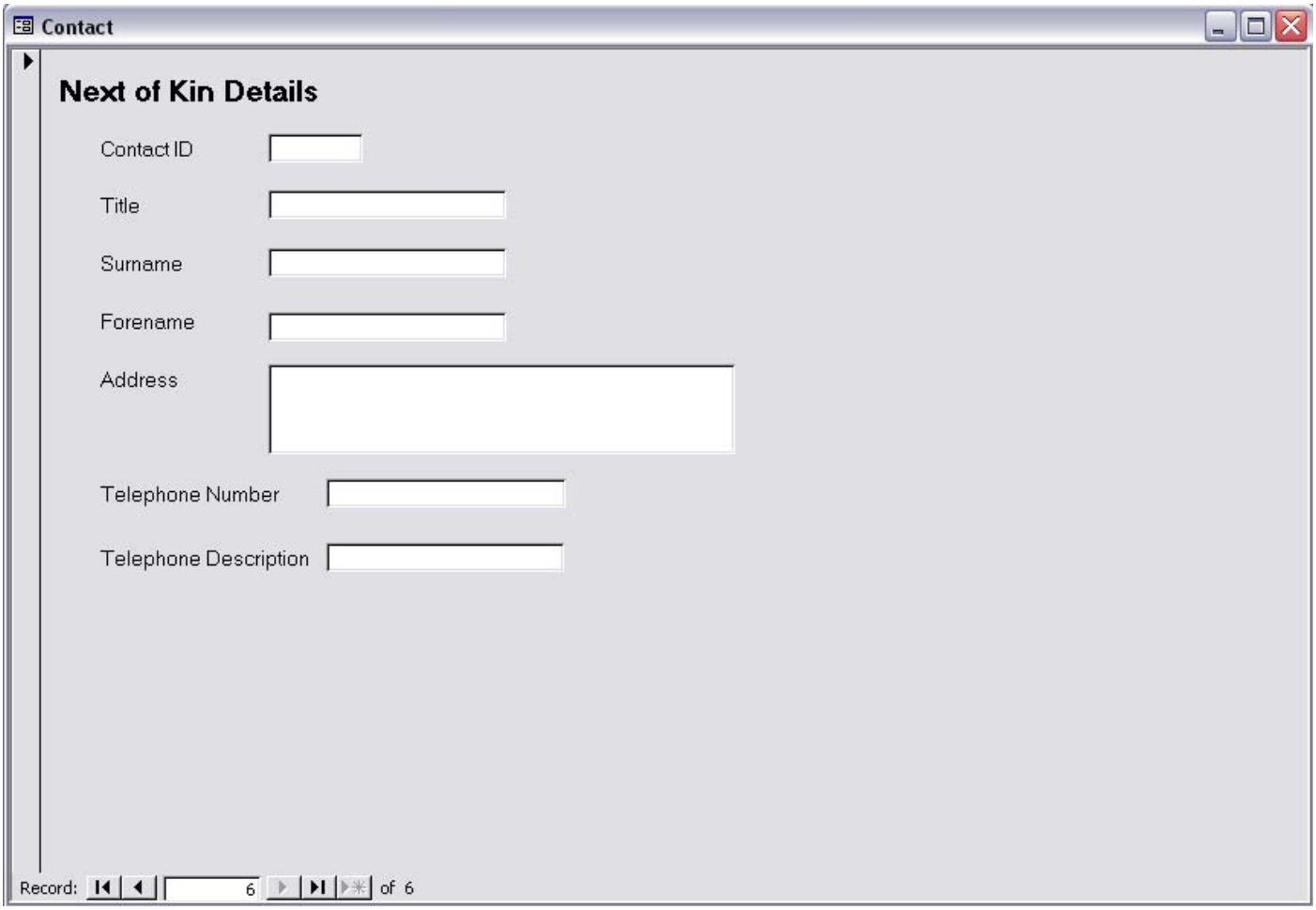


Each of the data entries on the current page will now be explained in more detail.

- Contact ID – Unique identifier for the contact.
- Flat Name and Number – The flat with which this contact will be associated.
- Title – The title of the contact (Mr., Mrs., Miss Etc.)
- Surname – The surname of the contact.
- Forename – The forename of the contact.
- Address – The address of the contact.
- Telephone Number – The telephone number supplied for the contact.
- Telephone Description – The type of telephone that the telephone number represents for the contact.

Next of Kin Details

The Next of Kin Details input form allows the manager to modify an existing next of kin or add a new next of kin to the database.



Each of the data entries on the current page will now be explained in more detail.

- Contact ID – Unique identifier for the next of kin contact.
- Title – The title of the next of kin contact (Mr., Mrs., Miss Etc.)
- Surname – The surname of the next of kin contact.
- Forename – The forename of the next of kin contact.
- Address – The address of the next of kin contact.
- Telephone Number – The telephone number supplied for the next of kin contact.
- Telephone Description – The type of telephone that the telephone number represents for the next of kin contact.

The next of kin contact noted here can be related to a tenant by using the tenant screen.

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Updating the Database on a Live System

When updating the database with the management console it will be necessary to close the connection to the database that has been made by Fusion Concierge Server. Please read the Fusion Concierge Server manual for details about closing the connection to the database.

Once this connection to the database has been closed then the database can then be modified by the database utility.

In order to reduce the amount of “down-time” of the concierge system it may be an idea to create a backup of the database before modifying. This backup of the database could be used by the Concierge system while changes were being made to the database. Once all the changes to the database have been completed the backup database should be disconnected from the Fusion Concierge Server and the updated version could then be used once more.

The backup could either be saved or deleted depending upon the method of maintaining the system.

Please Note: - As a future development we plan to automate this service.

Servicing and Support

Servicing

See your FUSION manual.

Returns Procedure

See your FUSION manual

Support

Meyertech offer comprehensive levels of support during the product's warranty period. Our support team will be happy to help with any problem you may experience relating to the installation or operation of FUSION CONCIERGE

1. Telephone support (+44(0)161 628 8406), which is available during normal office hours 9AM – 5PM Monday to Friday excluding Bank holidays. This support is free of charge.
2. Email support. Available 24 hours a day. Our normal response to emails is next working day. This support is free of charge. support@meyertech.co.uk
3. By Facsimile (+44(0)161 628 9811). Available 24 hours a day. Our normal response to facsimiles is next working day. This support is free of charge.
4. Site visits. Subject to availability, our engineers are available to attend site to assess and help with particular system problems firsthand. This service is chargeable. Please contact our Support department on +44(0)161 628 8406 for further details and availability.

Meyertech offer Extended Support Contracts on all their software products. Please contact our Sales department on 0161 628 8406 to discuss your requirements or visit our website www.meyertech.co.uk

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Meyertech Limited is a member of the CCTV User Group.

Warranty

Please refer to Meyertech Limited 'Terms & Conditions of Sale of Goods & Services' for interpretation.

1. If the Buyer establishes to the Seller's reasonable satisfaction that there is a defect in the materials or workmanship of the Goods manufactured, then the Seller shall at its option, at its sole discretion and within a reasonable time,
    a. arrange for the repair or making good such defect or failure in such Goods free of charge to the Buyer (including all costs of transportation of any Goods or materials to and from the Buyer for that purpose),
    b. replace such Goods with Goods which are in all respects in accordance with the Contract, or

    subject, in every case, to the remaining provisions of this Condition 1 provided that the liability of the Seller under this Condition 1 shall in no event exceed the purchase price of such Goods and performance of anyone of the above options shall constitute an entire discharge of the Seller's liability under this warranty.

2. Condition 1 shall not apply unless the Buyer:

    a. notifies the Seller in writing of the alleged defect within 12 (twelve) months from delivery or such other period or periods as may be agreed in writing between the Seller and the Buyer, and
    b. allows the Seller a reasonable opportunity to inspect the relevant Goods.

3. For the avoidance of doubt, the Seller shall be under no liability under the warranty in Condition 1 above:
    a. where such defects arise from any drawing, design or specification supplied by the Buyer; or
    b. where such defects arise from fair wear and tear, wilful damage, or negligence of a party other than the Seller (or its employees or authorised personnel), abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Seller's approval; or
    c. where such defects arise in parts, materials or equipment which have not been manufactured or designed by the Seller but have been purchased at the Buyer's request by the Seller from the Buyer's designer and manufacturer or from some other third party (the **"Third Party Supplier").**
    d. if the total price of the Goods has not been paid by the due date for payment
    e. in respect of any type of defect, damage or wear specifically excluded by the Seller by notice in writing: or
    f. if the Buyer makes any further use of the Goods after giving notice in accordance with Clause 1

4. Any repaired or replaced Goods shall be redelivered to the Buyer free of charge to the original point of delivery but otherwise in accordance with and subject to these Conditions.

5. Alternatively to Condition 1 the Seller shall be entitled at its absolute discretion on return of the defective Goods to the Seller (at the Seller's request) to refund the price of the defective Goods in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, to relieve the

Buyer of all obligation to pay the sum by the issue of a credit note in favour of the Buyer in the amount of such price.

6. In respect of all Goods supplied to the Seller by a Third Party Supplier the Seller will on request pass on to the Buyer (in so far as reasonably possible) the benefit of any warranty given to the Seller by such Third Party Supplier and will (on request) supply to the Buyer details of the terms and conditions of such warranty and copies of any relevant product information sheets, technical data sheets or product leaflets issued by such Third Party Supplier and the Buyer shall be solely responsible to the entire exclusion of the Seller for complying with the same.

7. For the purposes of Condition 1 references to Goods shall be deemed to exclude software.

8. The Buyer acknowledges that software in general is not error-free and agrees that the existence of such errors in the Software Programs shall not constitute a breach of this Contract.

9. In the event that the Buyer discovers a material error which results in the Programmed Products not performing substantially in accordance with the Functional Specification, or the Licensed Programs not performing substantially in accordance with the relevant Program Documentation and notifies the Seller of the error within 90 days from the date of the Seller making available the respective software to the Buyer (the **`warranty period"**) the Seller shall at its sole option either refund the price which the Buyer has paid to the Seller (or if such price has not been paid, relieve the Buyer of all obligations to pay the sum) in respect of the respective software or use all reasonable endeavours to correct by patch or new release (at its option) that part of the software which does not so comply provided that such non-compliance has not been caused by any modification, variation or addition to the software not performed by the Seller or caused by its incorrect use, abuse or corruption of the software by use of the software with other software or on equipment with which it is incompatible,

10. To the extent permitted by English law, the Seller disclaims all other warranties, with respect to the software which it provides pursuant to the Contract, either express or implied, including but not limited to any implied warranties of satisfactory quality or fitness for any particular purpose.

11. The Buyer is solely responsible for various scanning the software that it receives from the Seller pursuant to the Contract.

12. The Seller warrants that it will use reasonable skill and care in providing the Services to the buyer

Minimum System Requirements

The minimum recommended PC hardware to run FUSION CONCIERGE is dictated by the OS (Operating System) you are running I.E. that recommended by Microsoft for running a particular OS. FUSION CONCIERGE also requires:

1. One free Serial RS232 port (Fusion PABX Client)
2. SVGA 1024 x 768 colour monitor
3. Compatible Network Card
4. Microsoft access is required for database configuration

Recommended operating systems for FUSION CONCIERGE are:

1. Microsoft Windows 2000
2. Microsoft Windows XP (default new installation unless specified)

Appendix A

FUSION CONCIERGE CLIENT Start-up Procedure

Normally when the FUSION workstation is powered up, it will automatically load FUSION CONCIERGE CLIENT and the Meyertech Icon should be visible in the system tray. If it fails to do this it is possible to launch FUSION CONCIERGE CLIENT by double clicking the FUSION CONCIERGE CLIENT icon from the desktop.

FUSION CONCIERGE SERVER Start-up Procedure

Normally when the FUSION CONCIERGE SERVER workstation is powered up, it will automatically load FUSION CONCIERGE SERVER. Once the application has been configured, it is necessary to re-establish all client connections (includes both FUSION CONCIERGE CLIENT and FUSION PABX CLIENT) with the server. If the application fails to launch then double click the FUSION CONCIERGE SERVER icon from the desktop.

FUSION PABX CLIENT Start-up Procedure

Normally when the FUSION PABX CLIENT workstation is powered up, it will automatically load the application. If it fails to do this it is possible to launch FUSION PABX CLIENT by double clicking the FUSION PABX CLIENT icon from the desktop.

FUSION Recovery Procedure

If a FUSION CONCIERGE module fails to respond to user input the program or operating system might have crashed. The problem may manifest itself in a number of ways EG a Windows error screen may appear advising the application is about to close, the appearance of the egg-timer icon indicating the system is executing a command; but never completes it resulting in a 'locked-up' appearance; ETC

Fault Logging and Reporting

In order for faults to be fixed in future releases of Windows and FUSION CONCIERGE it is important that all faults are logged and reported to Meyertech.

When you experience a fault please note down as much information as you can about the status of the system when the fault occurred IE:

- What operation, if any was being performed at the time the fault occurred?
- If there are any error messages on the screen please carefully note them down before clearing them.
- How did you rectify the fault EG reset the PC

General Recovery from a Fault

If a minor fault occurs recovery can normally be achieved by simply closing the problematic FUSION CONCIERGE application and then restarting the application. If the problem persists you may have to restart Windows by quitting the problematic FUSION CONCIERGE module and restarting Windows.

Recovery from a Major Fault

Recovery from a more serious fault may mean you cannot exit a FUSION CONCIERGE module. In this case follow the procedure below:

1. Locate the PC keyboard and press Ctrl, Alt, Delete simultaneously.
2. A pop-up window will appear giving you the option to end applications, which are currently running.
3. Select the problematic FUSION CONCIERGE module, followed by 'End Task'
4. Restart FUSION CONCIERGE by double clicking the relevant FUSION CONCIERGE module icon on the desktop.

Alternatively if Ctrl, Alt, Delete does not work. Locate the PC and press the reset button. If the PC does not have a reset button power-down the PC, wait five minutes and then power-up the PC.

If all of the above fail it is possible data corruption has occurred. You may have to:

1. Re-install FUSION CONCIERGE
2. Please contact Meyertech Support

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